



REVENUE CYCLE CONSULTING SERVICES

Client:
Kearny County Hospital

Location:
Lakin, Kansas

It took a fresh perspective to see reduced AR, closing and discharge-to-bill-drop days.

While things were going fine, Kearny Hospital's Chief Financial Officer Kelly Ann Speckman knew there were opportunities to make improvements — particularly with processes. "(TruBridge) took the time to understand how we did things and knew almost immediately what we needed to do to get great results," she said.

TruBridge offers a broad range of services designed to help hospitals improve all facets of their operation. From consulting and managed IT, to full business process outsourcing, TruBridge offers solutions that span the end-to-end revenue cycle. Kearny County decided that TruBridge Revenue Cycle Consulting was what they needed.



**AR days
reduced by 27%**



**Closing days
reduced by 48%**



**Discharge-to-bill-drop
days reduced by 74%**

And while met with a little pushback, the TruBridge consultant was able to win over the Kearny team with her approach, her expertise and her exceptional communication skills.

THE SOLUTION

Kearny County Hospital utilized the Revenue Cycle Consulting services component of TruBridge's Revenue Cycle Management product. Their assigned TruBridge consultant, Jennifer Kelly, was a natural fit.

"The great thing about Jennifer is that she doesn't just tell you what to do. She explains why you should do it, then how to do it, in an easy-to-understand way," said Speckman. Though met with initial resistance, Kelly's approach won the team over.

THE RESULTS



Hospital AR days went from 60 to 44

Once Kearny County and the TruBridge consultant started digging into what was going on and making various recommendations, positive changes were revealed: In just a few short months hospital AR days began to drop and claims were being processed faster.



Clinic AR Days went from 80 to 42

Following their work at the hospital, TruBridge transitioned to the clinic side, which, according to Clinic Patient Account Supervisor Mary Hoodenpyle, was a welcome plan after seeing the success that was starting at the hospital.

"(TruBridge) spent time getting to know how our staff worked in order to recommend ways to optimize and streamline our processes," she said. "The longer they were here, the more they found, because we don't do every process every day."



Hospital discharge-to-bill-drop days went from 19 to 5

While the effect to both AR days and the time it takes to bill claims from the hospital was significant, the impact Jennifer Kelly had on the staff was just as impressive. Since Jennifer always challenged their way of thinking, the team had message bracelets created, featuring the question, "What Would Jennifer Kelly Do?"

Let TruBridge help you determine whether an improvement in processes could lead to improvements in how you do business. Start the conversation at trubridge.com/solutions/faster#rcc.

"Jennifer knows so much about how revenue cycle operations should work in community hospitals, and she was really effective in passing that knowledge along to our team." — Kelly Ann Speckman, CFO



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